



PATENT/DOCKET NO. \_\_\_\_\_  
 CUSTOMER NO. \_\_\_\_\_

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In Re Application of:	§	Attorney Docket No. _____
Serial No.: 10/743,971	§	
Filed: 12/23/03	§	
Title: Directing Contacts Between an End User and a Contact Center Agent	§	Group Art Unit: 2661
	§	Examiner: n/a
	§	

Commissioner for Patents  
 Washington, D.C. 20231

**POWER OF ATTORNEY FOR  
 PATENT APPLICATION**

Nortel Networks Limited, a Canadian corporation having principal offices at:

**Nortel Networks Limited  
 2351 Boulevard Alfred-Nobel  
 St. Laurent, Quebec H4S 2A9, Canada**

the owner by assignment of the entire right, title and interest to the invention for **Directing Contacts Between an End User and a Contact Center Agent**, by **Patrick Hession, Andrew Prokop and Tony McCormack**, and in and to the application for patent and any Letters Patent, whether domestic or foreign, that may issue thereon, by virtue of the assignment (check as applicable):

- ☒ Recorded Concurrently Herewith  
☐ Recorded on \_\_\_\_\_  
☐ Recorded at Reel \_\_\_\_\_ Frame \_\_\_\_\_  
☐ Copy Attached

hereby appoints the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

Thomas E. Smith (Reg. No. 18,243), Dennis M. McWilliams (Reg. No. 25,195), James R. Sweeney (Reg. No. 18,721), William M. Lee, Jr. (Reg. No. 26,935), Glenn W. Ohlson, (Reg. No. 28,455), David C. Brezina (Reg. No. 34,128), Jeffrey R. Gray (Reg. No. 33,391), Timothy J. Engling (Reg. No. 39,970), Gerald S. Geren (Reg. No. 24,528), Peter J. Shakula (Reg. No. 40,808), Robert F.I. Conte (Reg. No. 20,354), Howard B. Rockman (Reg. No. 22,190), Mark J. Nahnsen (Reg. No. 51,093), Mark A. Hagedorn (Reg. No. 44,731);

its attorneys with full power of substitution and revocation, to prosecute all domestic and foreign patent applications, including PCT and EPO filings, relating to said invention and to transact all business connected therewith, including signing of all papers on its behalf and making alterations and amendments.

The undersigned is the representative for the Assignee of the entire right, title, and interest in the patent application identified above, and is authorized to act on behalf of the Assignee.

**NORTEL NETWORKS LIMITED.**

23 Dec 2003.  
Date

Date \_\_\_\_\_

R. Free.  
Name: Dr Rachel Free

**Name: Dr Rachel Free**

**Title: Senior Patent Attorney**



PTO/SB/01 (08-03)

Approved for use through 07/31/2008. OMB 0851-0032

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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**DECLARATION FOR UTILITY OR  
DESIGN  
PATENT APPLICATION  
(37 CFR 1.63)**



Declaration  
Submitted  
With Initial  
Filing

OR



Declaration  
Submitted after Initial  
Filing (surcharge  
(37 CFR 1.16 (e))  
required)

Attorney Docket Number

920476-95350

First Named Inventor

HESSION, Patrick

COMPLETE IF KNOWN

Application Number

10/743,971

Filing Date

12/23/03

Art Unit

2661

Examiner Name

I hereby declare that:

Each inventor's residence, mailing address, and citizenship are as stated below next to their name.

I believe the inventor(s) named below to be the original and first inventor(s) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

Directing Contacts Between an End User and a Contact Center Agent

(Title of the Invention)

the specification of which



is attached hereto

OR



was filed on (MM/DD/YYYY)

12/23/2003

as United States Application Number or PCT International

Application Number

10/743,971

and was amended on (MM/DD/YYYY)

(if applicable).

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment specifically referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent, inventor's or plant breeder's rights certificate(s), or any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application Number(s)	Country	Foreign Filing Date (MM/DD/YYYY)	Priority Not Claimed	Certified Copy Attached?	
				Yes	No
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

☐ Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/02B attached hereto.

[Page 1 of 2]

This collection of information is required by 35 U.S.C. 115 and 37 CFR 1.63. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 21 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

## DECLARATION — Utility or Design Patent Application

Direct all correspondence to: <input checked="" type="checkbox"/> Customer Number: <u>23644</u> OR <input type="checkbox"/> Correspondence address below			
Name Barnes & Thornburg			
Address P.O. Box 2786			
City Chicago	State Illinois	ZIP 60606-2806	
Country United States of America	Telephone	Fax	
I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful, false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful, false statements may jeopardize the validity of the application or any patent issued thereon.			
NAME OF SOLE OR FIRST INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor.	
Given Name (first and middle (if any)) Patrick		Family Name or Surname Heesoon	
Inventor's Signature Patrick Heesoon		Date 22/12/2003	
Residence: City Galway	State	Country Ireland	Citizenship Ireland
Mailing Address 45 Ashbrook Oranmore			
City Galway	State	ZIP	Country Ireland
NAME OF SECOND INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor.	
Given Name (first and middle (if any)) Andrew		Family Name or Surname Prakop	
Inventor's Signature		Date	
Residence: City St Paul	State MN	Country USA	Citizenship USA
Mailing Address 708 Goodrich Ave			
City St Paul	State MN	ZIP 55105	Country USA
<input checked="" type="checkbox"/> Additional inventors or a legal representative are being named on the 1 supplemental sheets (PTO/SB/02A or 02LR attached hereto).			

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**DECLARATION****ADDITIONAL INVENTOR(S)**  
Supplemental Sheet

Page 1 of 1

Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Tony		McComas	
Inventor's Signature <i>[Signature]</i>		Date 2-3-12-2003	
Residence: City	State	Country	Citizenship
2 Glenn Rd. Coile			
Mailing Address			
Duma Road			
Mailing Address			
City	State	Zip	Country
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Inventor's Signature		Date	
Residence: City		State	Country
Mailing Address		Citizenship	
Mailing Address			
City	State	Zip	Country
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
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Residence: City		State	Country
Mailing Address		Citizenship	
Mailing Address			
City	State	Zip	Country

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(37 CFR 1.63)**



Declaration  
Submitted  
With Initial  
Filing

OR



Declaration  
Submitted after Initial  
Filing (surcharge  
(37 CFR 1.16 (e))  
required)

Attorney Docket Number

920476-95350

First Named Inventor

HESSION, Patrick

COMPLETE IF KNOWN

Application Number

10/743,971

Filing Date

12/23/03

Art Unit

2661

Examiner Name

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(Title of the Invention)

the specification of which,



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12/23/2003

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Application Number

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			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

☒ Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/02B attached hereto.

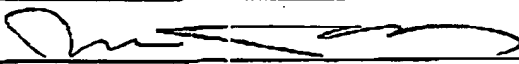
(Page 1 of 2)

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Country United States of America	Telephone		Fax
I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.			
NAME OF SOLE OR FIRST INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any)) <u>Patrick</u>		Family Name or Surname <u>Hession</u>	
Inventor's Signature			Date
Residence: City Galway	State	Country Ireland	Citizenship Ireland
Mailing Address 48 Ashbrook Oranmore			
City Galway	State	ZIP	Country Ireland
NAME OF SECOND INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any)) <u>Andrew</u>		Family Name or Surname <u>Prokop</u>	
Inventor's Signature 			Date <u>12-29-03</u>
Residence: City St Paul	State MN	Country USA	Citizenship USA
Mailing Address 708 Goodrich Ave			
City St Paul	State MN	ZIP 55105	Country USA
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Given Name (first and middle (if any))		Family Name or Surname	
Tony		McCormack	
Inventor's Signature <i>[Signature]</i>		Date 3-3-12-2003	
Residence: City	State	Country	Citizenship
2 Glen Rd Collie			
Mailing Address			
Barna Road			
Mailing Address			
City	State	Zip	Country
Galway			
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Inventor's Signature		Date	
Residence: City	State	Country	Citizenship
Mailing Address			
Mailing Address			
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Inventor's Signature		Date	
Residence: City	State	Country	Citizenship
Mailing Address			
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